



DOCKET FILE COPY ORIGINAL

Qwest

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Elridge A. Stafford

Executive Director-Federal Regulatory

October 03, 2000

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**FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY**

Ms. Magalie Roman Sales
Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

RE: Qwest¹ ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Mr. Sales:

Pursuant to the FCC Orders concerning Qwest ONA Plans², Qwest hereby submits its ONA Nondiscrimination Report for installation and maintenance for the third quarter of 2000.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

Attachment

cc: Ms. Janice Myles

¹ On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

² See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996).

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Orders	139109	Average Interval	224717	Average Interval
Due Dates Missed	3909	(In Days)	8454	(In Days)
% Due Dates Missed	2.81%	3	3.76%	4
		2		2
A2- PBX				
Total Orders	1177	Average Interval	9558	Average Interval
Due Dates Missed	52	(In Days)	539	(In Days)
% Due Dates Missed	4.42%	8	5.64%	7
		7		6
A3- Centrex				
Total Orders	25651	Average Interval	37653	Average Interval
Due Dates Missed	931	(In Days)	1683	(In Days)
% Due Dates Missed	3.63%	4	4.47%	5
		3		4
A4- WATS				
Total Orders	67	Average Interval	821	Average Interval
Due Dates Missed	0	(In Days)	22	(In Days)
% Due Dates Missed	0.00%	2	2.68%	3
		2		4
A5- Mobile				
Total Orders	0	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	40.00%	10
		0.00		16
A6- Feature Group A				
Total Orders	3	Average Interval	186	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	0.00%	2	5.91%	5
		1		4
A7- Foreign Exchange				
Total Orders	400	Average Interval	1155	Average Interval
Due Dates Missed	9	(In Days)	35	(In Days)
% Due Dates Missed	2.25%	3	3.03%	3
		3		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Orders	0	Average Interval	55	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	5.45%	23
		0.00		21
B2-Feature Group D				
Total Orders	0	Average Interval	1906	Average Interval
Due Dates Missed	0	(In Days)	88	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.62%	31
		0.00		24
B3- DID				
Total Orders	1019	Average Interval	6131	Average Interval
Due Dates Missed	47	(In Days)	385	(In Days)
% Due Dates Missed	4.61%	12	6.28%	13
		16		15

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Orders	7	Average Interval	279	Average Interval
Due Dates Missed	2	(In Days)	13	(In Days)
% Due Dates Missed	28.57%	19	4.66%	13
		0.00		16
C2-Packet Synchronous Access				
Total Orders	24	Average Interval	12597	Average Interval
Due Dates Missed	5	(In Days)	1126	(In Days)
% Due Dates Missed	20.83%	26	8.94%	16
		22		13
C3-Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Orders	5	Average Interval	88	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	4	6.82%	5
		0.00		15
D2- Protective Relay				
Total Orders	0	Average Interval	26	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	23.08%	14
		0.00		19
D3- Control Circuit				
Total Orders	0	Average Interval	6	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	16.67%	18
		0.00		5

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1- Telegraph 75 Baud				
Total Orders	3	Average Interval	104	Average Interval
Due Dates Missed	0	(In Days)	16	(In Days)
% Due Dates Missed	0.00%	7	15.38%	10
		0.00		9
E2- Telegraph 150 Baud				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	9
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Orders	0	Average Interval	94	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.13%	8
		0.00		7
F2- Voice, Switched Line				
Total Orders	13	Average Interval	734	Average Interval
Due Dates Missed	1	(In Days)	110	(In Days)
% Due Dates Missed	7.69%	11	14.99%	13
		9		12
F3- Voice, Switched Trunk				
Total Orders	0	Average Interval	1053	Average Interval
Due Dates Missed	0	(In Days)	85	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.07%	26
		0.00		25
F4- Voice and Tone, Radio Land Line				
Total Orders	1	Average Interval	29	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	8	10.34%	18
		0.00		22
F5- Data, Low Speed				
Total Orders	0	Average Interval	117	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.84%	10
		0.00		10
F6- Basic Data and Voice				
Total Orders	21	Average Interval	1947	Average Interval
Due Dates Missed	5	(In Days)	188	(In Days)
% Due Dates Missed	23.81%	13	9.66%	12
		12		10
F7- Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	206	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.43%	14
		0.00		14
F8- Voice/Data SSN Access				
Total Orders	0	Average Interval	279	Average Interval
Due Dates Missed	0	(In Days)	16	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	5.73%	32
		0.00		34
F9- Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F10- Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F11- Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F12- Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	20.00%	20
		0.00		34
G2- Program Audio, 100-5000 Hz				
Total Orders	0	Average Interval	7	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	15
		0.00		18
G3- Program Audio, 50-8000 Hz				
Total Orders	7	Average Interval	21	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	19	14.29%	14
		10		15
G4- Program Audio, 50-15000 Hz				
Total Orders	0	Average Interval	32	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.50%	9
		0.00		6

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio				
Total Orders	2	Average Interval	65	Average Interval
Due Dates Missed	0	(In Days)	30	(In Days)
% Due Dates Missed	0.00%	32	46.15%	19
		0.00		20
H2- TV Channel, 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Digital Voice Circuit				
Total Orders	19	Average Interval	414	Average Interval
Due Dates Missed	2	(In Days)	56	(In Days)
% Due Dates Missed	10.53%	8	13.53%	11
		8		11
I2- Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	107	Average Interval
Due Dates Missed	0	(In Days)	12	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	11.21%	10
		0.00		12
I3- Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	62	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.84%	9
		0.00		15
I4- Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	589	Average Interval
Due Dates Missed	0	(In Days)	38	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.45%	11
		0.00		9
I5- Digital Data, 56 kbps				
Total Orders	3	Average Interval	150	Average Interval
Due Dates Missed	1	(In Days)	15	(In Days)
% Due Dates Missed	33.33%	24	10.00%	11
		0.00		8

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Orders	243	Average Interval	37163	Average Interval
Due Dates Missed	38	(In Days)	5242	(In Days)
% Due Dates Missed	15.64%	27	14.11%	20
		26		18

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2000

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1- Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00	
		0.00		0.00	
K2- Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00	
		0.00		0.00	
K3- Dedicated Hicap Digital, 44.736 mbps					
Total Orders	5	Average Interval	1879	Average Interval	
Due Dates Missed	1	(In Days)	237	(In Days)	
% Due Dates Missed	20.00%	32	12.61%	26	
		23		26	
K4- Dedicated Hicap Digital, >45 mbps					
Total Orders	69	Average Interval	274	Average Interval	
Due Dates Missed	9	(In Days)	49	(In Days)	
% Due Dates Missed	13.04%	15	17.88%	22	
		19		22	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Orders	2233	Average Interval	9	Average Interval
Due Dates Missed	298	(In Days)	0	(In Days)
% Due Dates Missed	13.35%	11	0.00%	6
		9		0
L2- Basic PAL				
Total Orders	5562	Average Interval	9591	Average Interval
Due Dates Missed	203	(In Days)	256	(In Days)
% Due Dates Missed	3.65%	6	2.67%	3
		7		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Qwest
3 QTR 2000

	AFFILIATE		ALL OTHERS	
A1- Business				
Total Tickets	37		122	
Average Interval in Hrs/Mns	11	46	6	36
A2- PBX				
Total Tickets	192		2805	
Average Interval in Hrs/Mns	4	38	4	54
A3- Centrex				
Total Tickets	205		231	
Average Interval in Hrs/Mns	3	27	4	16
A4-WATS				
Total Tickets	0		55	
Average Interval in Hrs/Mns	NO ACTIVITY		8	20
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	0		159	
Average Interval in Hrs/Mns	NO ACTIVITY		3	40
A7- Foreign Exchange				
Total Tickets	201		902	
Average Interval in Hrs/Mns	6	7	4	19

Quarterly ONA Maintenance Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
B1- Feature Group B			
Total Tickets	0	19	
Average Interval in Hrs/Mns	NO ACTIVITY	3	36
B2- Feature Group D			
Total Tickets	0	432	
Average Interval in Hrs/Mns	NO ACTIVITY	6	40
B3- DID			
Total Tickets	174	1738	
Average Interval in Hrs/Mns	4	9	11

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Quarterly ONA Maintenance Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
C1-Packet DDD Line			
Total Tickets	0	304	
Average Interval in Hrs/Mns	NO ACTIVITY	1	42
C2-Packet Synchronous Access			
Total Tickets	0	175	
Average Interval in Hrs/Mns	NO ACTIVITY	1	12
C3-Packet Asynchronous Access			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	

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Qwest
3 QTR 2000

3 QTR 2000

ALL OTHERS

Average Interval in Hrs/Mns

0

101

NO ACTIVITY

6

12

Average Interval in Hrs/Mns

0

0

NO ACTIVITY

NO ACTIVITY

Average Interval in Hrs/Mns

0

0

NO ACTIVITY

NO ACTIVITY

Quarterly ONA Maintenance Report

Qwest

3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1- Telegraph Grade, 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2- Telegraph Grade, 150 Baud		
Total Tickets	0	18
Average Interval in Hrs/Mns	NO ACTIVITY	10 15

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Quarterly ONA Maintenance Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	1		185	
Average Interval in Hrs/Mns	0	23	5	18
F2- Voice, Switched Line				
Total Tickets	656		3547	
Average Interval in Hrs/Mns	4	9	5	0
F3- Voice, Switched Trunk				
Total Tickets	496		3333	
Average Interval in Hrs/Mns	2	34	2	57
F4- Voice and Tone, Radio Land Line				
Total Tickets	2		194	
Average Interval in Hrs/Mns	3	14	4	50
F5- Data, Low Speed				
Total Tickets	0		203	
Average Interval in Hrs/Mns	NO ACTIVITY		6	21
F6- Basic Data and Voice				
Total Tickets	126		8117	
Average Interval in Hrs/Mns	5	28	3	35
F7- Voice and Data, PSN Access				
Total Tickets	0		350	
Average Interval in Hrs/Mns	NO ACTIVITY		3	19
F8- Voice and Data, SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	2		111	
Average Interval in Hrs/Mns	3	8	2	34
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F12- Protective Relay, Voice Grade				
Total Tickets	0		10	
Average Interval in Hrs/Mns	NO ACTIVITY		2	34

Qwest
3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Tickets	0		14	
Average Interval in Hrs/Mns	NO ACTIVITY		5	9
G2- Program Audio, 100-5000 Hz				
Total Tickets	0		13	
Average Interval in Hrs/Mns	NO ACTIVITY		4	12
G3- Program Audio, 50-8000 Hz				
Total Tickets	3		50	
Average Interval in Hrs/Mns	20	16	8	10
G4- Program Audio, 50-15000 Hz				
Total Tickets	0		62	
Average Interval in Hrs/Mns	NO ACTIVITY		6	42
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Quarterly ONA Maintenance Report

Qwest
3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio			
Total Tickets	0	57	
Average Interval in Hrs/Mns	NO ACTIVITY	2	52
H2- TV Channel, 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	

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Qwest
3 QTR 2000

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Quarterly ONA Maintenance Report

Qwest

3 QTR 2000

AFFILIATE

ALL OTHERS

J1- Dedicated Hicap Digital, 1.544 mbps

Total Tickets	21906		21845	
Average Interval in Hrs/Mns	62	16	14	32

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Qwest
3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
K1- Dedicated Digital, 3.152 mbps		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
K2- Dedicated Digital, 6.312 mbps		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
K3- Dedicated Digital, 44.736 mbps		
Total Tickets	4	427
Average Interval in Hrs/Mns	0	2
K4- Dedicated Digital, 45 mbps or Higher		
Total Tickets	0	5
Average Interval in Hrs/Mns	NO ACTIVITY	53
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Quarterly ONA Maintenance Report
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Tickets	5387		7	
Average Interval in Hrs/Mns	41	18	21	30
L2- Basic PAL				
Total Tickets	2351		1920	
Average Interval in Hrs/Mns	30	57	19	44

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Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	47,112	87,145
Average Interval in Hrs/Mns	11:59	15:09
Due Dates Missed	3,273	7,904
% Due Dates Missed	6.95%	9.07%
A2 - PBX		
Total Tickets	750	5,295
Average Interval in Hrs/Mns	13:53	13:21
Due Dates Missed	68	493
% Due Dates Missed	9.07%	9.31%
A3 - Centrex		
Total Tickets	13,962	20,966
Average Interval in Hrs/Mns	14:09	17:15
Due Dates Missed	1,337	2,627
% Due Dates Missed	9.58%	12.53%
A4 - WATS		
Total Tickets	2	22
Average Interval in Hrs/Mns	36:41	14:44
Due Dates Missed	1	0
% Due Dates Missed	50.00%	0.00%
A5 - Mobile		
Total Tickets	7	39
Average Interval in Hrs/Mns	23:10	9:14
Due Dates Missed	2	3
% Due Dates Missed	28.57%	7.69%
A6 - Feature Group A		
Total Tickets	20	254
Average Interval in Hrs/Mns	2:46	9:37
Due Dates Missed	0	32
% Due Dates Missed	0.00%	12.60%
A7 - Foreign Exchange		
Total Tickets	521	1,267
Average Interval in Hrs/Mns	4:33	5:45
Due Dates Missed	16	65
% Due Dates Missed	3.07%	5.13%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
3 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph grade, 75 baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2 - Telegraph grade, 150 baud		
Total Tickets	3	159
Average Interval in Hrs/Mns	3:46	29:38
Due Dates Missed	1	96
% Due Dates Missed	33.33%	60.38%

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